

Michigan Employer advisor

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More Help For Employers *Advocacy Program Enlists New Advocates*

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Routing

The Unemployment Insurance Agency's (UIA) Advocacy program has added 17 new Advocates to assist employers and unemployed workers in Michigan.

In May 2004, the Advocacy program held a seminar/exam/orientation in Marquette to recruit new advocates for the program. Potential advocates were given a written exam and an oral exam to determine their eligibility. Those who passed the exam were required to attend a day-long orientation that addressed Advocacy procedures and contracts and fea-

tured presentations from the Department of Labor and Economic Growth's (DLEG) Office of Appeals and the Michigan Employment Security (MES) Board of Review.

The Advocacy program, which is unique to Michigan, offers a network of independent Advocates to help unemployed workers and employers with hearings before administrative law judges or the MES Board of Review.

The program's services range from providing information to consultation and/or representation at a hearing at no cost to the

customer. Advocates are not employees of the UIA, but independent contractors who are designated to assist either unemployed workers or employers (no Advocate represents both). Currently, there are 136 Advocates in Michigan including the 17 newly added ones.

The program handled 8,702 cases during calendar year 2003, including providing service to 3,328 employers.

For more information, or to request an Advocate, call the Advocacy Program at 1-800-638-3994, then press the number 2.

**Answers
For
Employers
Now a
Phone
Call
Away**

see page

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UIA Employer Customer Relations
Representative Sara Majer

Filing Reports By Internet Now A Reality

The UIA now offers a new and improved way for employers to file their Quarterly Wage Detail Reports (Form UIA 1017).

As a result of this more convenient electronic reporting service, companies that file their reports using either tape cartridges or reel tapes are being encouraged to now use the UIA's Internet filing method. The Agency stopped accepting the reel tapes in April 2004. The square-shaped tape cartridges will also eventually be eliminated.

Many employers also file with paper forms, but the electronic

service is quickly becoming the preferred report filing method. In fact, early this year, employers filed reports via the web for more than one million workers in a quarter. Since the inception of online filing, about 4.5 million workers have been reported via the web.

The accuracy of filing electronically reduces potential claim errors and benefit overpayments, which, in turn, can help reduce employer tax rates.

As more and more of Michigan's employers switch to electronic filing of their quarterly reports, the State is realizing a

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Answers For Employers Now A Phone Call Away

The UIA's newly re-established Employer Customer Relations (ECR) Hotline has helped to answer questions, make referrals or solve problems for more than 1,500 Michigan employers per week.

ECR assists employers with questions about billing, restitution and general tax-related questions. The unit also sends requested UI forms, new employer packets and more.

Earlier this year, several circumstances led to the line becoming overwhelmed with calls from unemployed workers. As a result, many employers were not able to get through. A recent change to the message callers hear when dialing the toll-free number has increased call volumes from em-



Employer Customer Relations staff (L-R): Isabel Szymczak, Chanina McKanders, Manager Paul Denean, LaRhonda Coleman, Kimberly White and Sara Majer.

ployers to 95 percent. On average, 91 percent of calls are answered within 60 seconds.

Employers can call the unit (1-800-638-3994, then press the

number 1) Monday through Friday between 8:00 a.m. and 5:00 p.m. The ECR unit is not available on Thursdays between 8 and 9:00 a.m.

Updated Employer Handbook On The Way

The Employer Handbook was developed as a guide to the unemployment system. Written, in part, by the Employer Forum, a task force of Michigan employers, and UIA staff, the Employer Handbook covers a variety of topics from Liability of Employers and Coverage of Employees to the Michigan Employment Security Act.

The newly updated Employer Handbook will be available for distribution in August 2004. To order your copy, please complete the order form below.

CUT HERE

UIA Employer Handbook Order Form

SUBSCRIPTIONS

Please send me _____ copies of the 2004 UIA Employer Handbook, for \$15.00 per copy.

The total cost of the order is \$_____.

Price includes postage and handling.

Make check or money order payable to: Treasurer, State of Michigan (UIA).

Mail to: UIA Handbook
Cadillac Place
3024 W. Grand Blvd.
Suite 13-600
Detroit, MI 48202

All orders must be prepaid.

("ATTENTION" LINE)

(COMPANY OR PERSONAL NAME)

(ADDRESS LINE 1)

(ADDRESS LINE 2)

(CITY, STATE, ZIP CODE)

(DAYTIME PHONE W/AREA CODE)

Not only can . . .

the Employer Customer Relations staff (see story, page 2) answer many of your UI or tax-related questions, you can also find much of what you're looking for online.

Remember to check the UIA website for a wealth of information on tax issues, legislative information, forms and electronic filing of reports. You can also find Agency publications (such as the Michigan Employer Advisor) and UIA press releases. Visit the UIA Website at www.michigan.gov/uia.

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Filing Reports By Internet Now A Reality

significant cost savings, from reduced keypunch costs to a reduction in the number of temporary employees needed to open reports received by mail.

Michigan's unemployment insurance law requires that every calendar quarter all liable employers report the name, Social Security number and wages paid to each of their covered employees. The information is used to determine the amount of jobless benefits workers may receive should they become unemployed or underemployed.

The advent of electronic wage detail reporting makes it easier than ever and much more convenient. Employers who have an accountant file for them should check to see if they are filing electronically.

Visit the UIA website at www.michigan.gov/uia for more information; or send an e-mail to wagereports@michigan.gov.

UIA

BWUC Wage Detail Report - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print

Address <https://b2g.unemployment.state.mi.us/NASApp/eml-wagedetailreport/app/jsp/login.jsp>

DL & EG Unemployment Insurance Agency Labor & Economic Growth

Michigan.gov An Official State of Michigan Web Site

Michigan.gov Home B2G Home B2G FAQ Contact BWUC BWUC Home

UC 1017e (Rev. 11-2002) **Wage Detail Report** Status: Blank Form

STATE OF MICHIGAN, DEPARTMENT OF LABOR & ECONOMIC GROWTH
UNEMPLOYMENT INSURANCE AGENCY

General Instructions

- You need a PIN or a username/password to start the filing. The PIN will be on your filing reminder or preprinted form.
- If you need a username/password, you may [create a web account](#) to get one.
- If you already have a username/password but have forgotten your password, we may be able to [email it to you](#).

Instructions for filing

Complete sections 1, 2, and 3 below. When all three sections are complete, choose the Finalize option to submit your information. [More instructions >](#)

Section 1 - Employer and Quarter/Year

There are two ways to start a filing. You can use the PIN printed on your most recent filing notice OR you can provide your username/password, UC employer account number, and the quarter you are filing for.

PIN from your filing notice: <input type="text"/> <input type="text"/> <input type="text"/>	Username: <input type="text"/>
UC Account Number: <input type="text"/> / <input type="text"/>	Password: <input type="text"/>
Start Filing	UC Account Number: <input type="text"/> / <input type="text"/>
	Quarter Ending: Jun 30, 2004
	Start Filing

**Out with
the old . . .
In with
the new!**



The Advisor is an Unemployment Insurance Agency periodical for Michigan employers about unemployment insurance. Submissions should be related to UIA programs and services.

This document is in the public domain and we encourage reprinting.

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Address Change: To update your UIA account with name and address changes, fax form UIA1025, "Employer Request for Address/Name Change" to (313) 456-2130. Call our automated fast-fax hotline at 1-800-638-3994. At the menu prompts, press 4, then press 7, or print the form from our website at www.michigan.gov/uia.

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advisor

UIA Establishes Speakers' Bureau

Need a speaker for your organization's next meeting? Interested in learning more about Michigan's unemployment insurance program? If you answered "yes" to both questions, then UIA may have just what you're looking for.

The Agency has established a speakers' bureau made up of UIA staff who can speak before your group or organization about the

unemployment benefit program or the unemployment tax program. The presentations run about 20-30 minutes and can be adapted to meet the interests of the specific audience.

To arrange for a speaker, contact UIA's Maura Dooley at 313.456.2837. Please provide as much advance notice as you can to ensure the availability of a speaker.



Employer Filed Claims Program to Expand

The UIA's Employer Filed Claims (EFC) program is currently undertaking marketing efforts to inform targeted employers of the program's availability.

Companies targeted for Phase II include those whose workers have filed 1,000 or more new and/or additional claims in each of the previous three calendar years. The first phase of the program was open to some of the State's largest employers.

Michigan employers already using EFC are General Motors, DaimlerChrysler, Delphi, Ford, Visteon, and Steelcase.

Employer Filed Claims (EFC) is a system that allows employers to electronically submit unemployment claims on behalf of their employees laid off due to lack of work. The employee information is relayed via the Internet technology known as File Transfer Protocol (FTP).

For the period beginning January 2004 through April 2004, more than 41,000 new and additional claims were filed with the EFC process.

If your company fits the criteria for Phase II, or for more information on Employer Filed Claims, visit "UIA Online Services" at www.michigan.gov/uia.

New AWDS Earns National Award

The Agency's newly developed Automated Work Distribution System (AWDS) has been named an Innovation Award Winner for 2003 in its government category by FileNet Corporation.

Used in the Agency's three Remote Initial Claims (RIC) centers, AWDS is a work router which automatically assigns claims in need of adjudication to available staff throughout the three RIC centers. The system assigns claims to staff according to their ability to do the work. More involved cases are automatically assigned to staff that have the skill and experience to handle the work, while less difficult cases are assigned to those with less skill and experience.

We Want To Hear From You

Do you have questions about unemployment insurance benefits or tax issues?

Do you have a suggestion for an article you'd like to see in the Michigan Employer Advisor? Send us your idea at: Michigan Employer Advisor, 3024 W. Grand Blvd., Suite 13-100, Detroit, MI 48202, or e-mail Norm Isotalo at isotalonormanh@michigan.gov.